



OFFICIAL RESPONSES TO VENDOR QUESTIONS
RFA-2020-DPHS-10-INSUR
Insurance Benefit and Medical Claims Management for Clients Living with Human
Immunodeficiency Virus

No.	Question	Answer																		
1.	<p>Section 1 – Request for Services, Subsection 1.1- Purpose and Overview, Part 1.1.2 – Background, Subpart 1.1.2.4</p> <p>Of the 650-700 individuals currently enrolled in NH Care Program, what percentage of the population has Medicaid, Medicare, Cobra, Private Insurance?</p>	<table><tr><td>Medicaid only</td><td>25%</td></tr><tr><td>Medicare only</td><td>17%</td></tr><tr><td>Dual eligible</td><td>15%</td></tr><tr><td>Private Insurance</td><td>32%</td></tr><tr><td>Uninsured</td><td><u>11%</u></td></tr><tr><td>Total</td><td>100%</td></tr></table>	Medicaid only	25%	Medicare only	17%	Dual eligible	15%	Private Insurance	32%	Uninsured	<u>11%</u>	Total	100%						
Medicaid only	25%																			
Medicare only	17%																			
Dual eligible	15%																			
Private Insurance	32%																			
Uninsured	<u>11%</u>																			
Total	100%																			
2.	<p>Section 1 – Request for Services, Subsection 1.2- Scope of Services, Part 1.2.1, Subpart 1.2.1.4</p> <p>How many payments were made to Providers, on average, per Month for these services in 2019?</p>	<table><tr><th>Type of Claim</th><th># of Claims in CY 2019</th><th>Ave # of Claims Per Month</th></tr><tr><td>Lab Procedure</td><td>220</td><td>18</td></tr><tr><td>Medical Visit</td><td>477</td><td>40</td></tr><tr><td>Health insurance co-payments</td><td>1535</td><td>128</td></tr><tr><td>Health insurance deductibles</td><td><u>548</u></td><td><u>46</u></td></tr><tr><td>Total</td><td>2,780</td><td>232</td></tr></table>	Type of Claim	# of Claims in CY 2019	Ave # of Claims Per Month	Lab Procedure	220	18	Medical Visit	477	40	Health insurance co-payments	1535	128	Health insurance deductibles	<u>548</u>	<u>46</u>	Total	2,780	232
Type of Claim	# of Claims in CY 2019	Ave # of Claims Per Month																		
Lab Procedure	220	18																		
Medical Visit	477	40																		
Health insurance co-payments	1535	128																		
Health insurance deductibles	<u>548</u>	<u>46</u>																		
Total	2,780	232																		

**New Hampshire Department of Health and Human Services
Insurance Benefit and Medical Claims Management for
Clients Living with Human Immunodeficiency Virus**



No.	Question	Answer										
3.	<p>Section 1 – Request for Services, Subsection 1.2- Scope of Services, Part 1.2.1, Subpart 1.2.1.4.3</p> <p>How is the State currently obtaining this information for the Ub-40 Form Appendix H?</p>	<p>Invoices and bills for medical services are mailed to clients, some of whom deliver them to a case manager.</p> <p>The selected vendor must collect invoices from clients, case managers and providers.</p> <p>The invoices may be in the form of standard 1500 EOBs or other formats.</p> <p>The selected vendor must enter bill payment information and process appropriate payments, including insurance premiums, as applicable.</p>										
4.	<p>Section 1 – Request for Services, Subsection 1.2- Scope of Services, Part 1.2.1, Subpart 1.2.1.7</p> <p>What is the deadline HIV Case Managers have to submit outstanding invoices we would not have access to (COBRA Plans, Private Insurance)?</p>	<p>All premium payments are due to the insurer prior to the start date of the coverage.</p> <p>After the initial payment, there is a 30-day grace period for premium payments per the Affordable Care Act.</p> <p>Invoices for payment must be sent for processing early enough to ensure on-time payment, regardless of the grace period.</p>										
5.	<p>Section 1 – Request for Services, Subsection 1.2- Scope of Services, Part 1.2.1, Subpart 1.2.1.12</p> <p>How many claims payments were submitted, by category (Private insurance, Medicare Supplement, Medicare Part D and COBRA), during 2019?</p>	<table><tr><td>Private</td><td>1,037</td></tr><tr><td>Medicare Supp</td><td>670</td></tr><tr><td>Medicare Part D</td><td>359</td></tr><tr><td>COBRA</td><td>19</td></tr><tr><td>Total</td><td>2,085</td></tr></table> <p>Claims for medical services by type of provider NA.</p>	Private	1,037	Medicare Supp	670	Medicare Part D	359	COBRA	19	Total	2,085
Private	1,037											
Medicare Supp	670											
Medicare Part D	359											
COBRA	19											
Total	2,085											
6.	<p>Section 1 – Request for Services, Subsection 1.2- Scope of Services, Part 1.2.4</p> <p>Is there a limit to the number of user logins that</p>	No.										

**New Hampshire Department of Health and Human Services
Insurance Benefit and Medical Claims Management for
Clients Living with Human Immunodeficiency Virus**



No.	Question	Answer
	the applicant may obtain for the CAREWare System.	
7.	Section 1 – Request for Services, Subsection 1.2- Scope of Services, Part 1.2.7 How many uninsured claims were processed in 2019 and many does the Department expect in 2020?	There were 1,279 claims for uninsured clients processed during calendar year 2019. A similar number are anticipated in 2020.
8.	Section 1 – Request for Services, Subsection 1.2- Scope of Services, Part 1.2.9 a) What was the number of dental claims submitted in 2019? b) Is the Department open to alternative funding solutions for the payment and processing of Dental claims?	a) a) 398 b) Yes.